

## How to make clients love you!

International Dermal Institute (IDI)



### COURSE OUTLINE

Customer service can make or break your business faster than anything else. 67% of customers indicate that they stop visiting a business because of poor customer service. How do you ensure that your clients will love you, remain loyal, and recommend you? Take control of your clients' experience by attending this crucial class!

### INSTRUCTOR

**Cory Thompson** has been in the skin, hair and make up industry for over 17 years and teaching at the International Dermal Institute for the last 4 years. He graduated from Vancouver Community College and has stayed true to his Vancouver roots building a complete network within the skincare industry. He consistently receives praise for his teaching and excels in making sure everyone in his class has a thorough understanding of what is being presented. His passion for work and skin care is evident and he truly loves being an instructor!



### UPCOMING DATE

**March 21 (2-5pm)**

**LOCATION:** International Dermal Institute (IDI), 332-1177 West Hastings St, Vancouver

**FEE:** \$60 Members (\$75 Non-Members)

**ITEMS TO BRING:** pen & note pad.

**Register Today: 604-488-3945**